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Ron Rutter

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E. R. (Ron) Rutter  
101 Mariners Cove Rd  
Hodges, SC 29653  
864 456-2173

June 12, 2008

RE: Attached complaint to Embarq

State of South Carolina  
Public Utilities Commission  
Consumer Complaints

Gentlemen:

On behalf of myself, and the undersigned, we are requesting your assistance to obtain reliable and current technology from Embarq. We see their supervisors and service personnel driving new (upgraded model) trucks, but they refuse to spend a few dollars to provide quality service to their subscribers.

Sincerely,

  
E. R. Rutter

RECEIVED  
JUN 12 2008  
FEDERAL  
MAIL / DNS

**May 29, 2008**

**Jenny Owen  
Executive and Regulatory Service  
Embarq Corporation  
330 S Valley View Road  
Las Vegas, Nevada 89107**

**Re: Complaint regarding lack of adequate telephone and DSL service in our community.**

**Gentlemen:**

**The undersigned in this community are requesting your urgent assistance to resolve the following matter. During the past year, most of the undersigned have had to endure one or more of the following problems and complaints. Despite numerous verbal requests to Embarq regarding these problems, some still exist, and we are unable to obtain a timeline as to when these issues and the installation of DSL will be addressed:**

- 1. White noise**
- 2. Hum on the line**
- 3. Whistles and tones**
- 4. Random disconnects**
- 5. Phone quits when it rains.**
- 6. Central office misdirects calls**
- 7. Frequently drops the "1" digit on LD calls**
- 8. Unreliable dial-up internet connections**
- 9. High cost of service provided**
- 10. Lack of previously promised DSL service**

**Embarq's (Ware Shoals, SC) antiquated switching and distribution equipment (verified by Embarq employees) is likely the culprit for most of the above problems.**

**Please be aware that after considerable time searching, I was unable to find any path of communication to the management Embarq, other than the required contact listed for the Board of Directors. The contacts available are only "non-management" customer service personnel who have heard the complaints so often that they only provide lip service and go on to the next complaint!**

**To the best of our knowledge, DSL is available within two miles of our community but the current distribution equipment (and probably cable) apparently will not**

support it. Because of the state of the distribution equipment, it takes days to install a new phone service, and weeks (sometimes months) to effect repairs. In this highly technological world today these services are not only needed, but necessary for convenience as well as health and safety. At this point, this community feels very uneasy about relying on our inadequate phone service for 911 in case of an emergency.

As consumers we are held captive with no options, and forced to pay high fees for poor telephone service plus inadequate (yet expensive) satellite and cellular internet connections.

For these reasons, we request that Embarq be required to address these problems and provide a schedule for implementation of repairs and installation of DSL.

On behalf of the undersigned,



E R (Ron) Rutter  
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Hodges, SC 29653  
864 456-2173

Cc:

State of South Carolina  
Dept of Public Utilities  
Columbia, SC

Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Consumer Complaints  
445 12<sup>th</sup> Street. SW  
Washington, DC 20554

